

Winner of 20 national,
state awards since 1999

8 2003 Annual Award Winners

Learn more about Indiana's business leader, community and government leaders of the year.

Doug Bawel	8
Warsaw	12
Rep. Pat Bauer and Rep. Brian Bosma	16

20 2003 Volunteers of the Year

Members who make a difference through their work with the Chamber.

Mike Kubacki	20
Jim Neustel	21
Sam Schlosser	22

26 Grading Indiana

Economic Vision 2010 Report Card evaluates state's progress. Bottom line: Some advancement, but a lot of work left to do.

28 Renewable Racing

Ethanol companies fuel Infiniti Pro Series team in 2003. Driver looks to include Indiana automotive businesses to advance career, promote technologies.

ExecConnect

34 What Will Your Gas Bill Look Like?

Some factors out of state's control, but conservation and efficiency measures can help hold down expected high costs. Expert panel takes a close look at the dilemma.



CorporateCitizenry

38 Company Grows, as Does Its Giving

Greensburg's GECOM Corp. plays major role in community development. Leaders and associates work together to help those in need.

Indiana'sLeaders

42 Don Brown: 'Business Beyond Usual'

Interactive Intelligence's chairman, president and CEO guides a corporate culture that allows software firm to succeed.

44 Business, Education & Basketball

Opportunity available for companies to support events linking legendary coach John Wooden with Indiana High School Athletic Association anniversary.

46 Indiana to D.C.

Business leaders converge on Washington in Chamber's annual federal lobbying event.

Departments

- 2 President's Message
- 4 Shorts
- 50 Watch Out – Affirmative action decisions
- 52 Pass It On – Planning for terminations
- 54 HR Report – Requirements for ex-employees
- 56 Member Q&A – Indiana's business incubators
- 58 Go To It
- 60 Business Survival Guides
- 62 Member Benefits
- 64 Found Elsewhere



2003 Community of the Year

By Tom Schuman

The *Price is Right* has been a television fixture for 32 years. For Warsaw, The Size is Right is an appropriate description of one of Indiana's community success stories.

A population that barely tops 12,000 belies its economic status. The men and women working at world-class companies, with global operations, can omit the phrase "commute time" from their vocabularies. Lakes – Center, Pike and part of Winona within the city limits and 100 more in the county – contribute to a quality of life that benefits far more than the area's weekend visitors.

"It's a small community feeling and attitude," notes Joy McCarthy-Sessing, president of the Warsaw-Kosciusko County Chamber of Commerce and Kosciusko Development, Inc. "The good thing about a small community is you can call most (business) places and get the top guy."

Those tops guys include Dane Miller, president and CEO of Biomet (one of the companies that makes the unassuming community the widely acknowledged orthopaedics capital of the world) and Grant McGuire, plant manager of the R.R. Donnelley facility, a major employer for more than 40 years and printer of the annual J.C. Penney catalog.

Biomet has enjoyed quarterly revenue growth throughout each of its 26 years of existence. As companies grow and mature, Miller says the management challenges increase. He credits Warsaw with "not forcing a company to act like a big company just because they are big."

McGuire, on the other hand, has spent the last six-plus years in Warsaw after a Donnelley career that has taken him to a number of communities in more than 30 years. He characterizes Warsaw as "very big for a small town. Although it's one of the smaller communities I have lived in, it doesn't feel that way."

Throw in the opinion of Warsaw native Suzie Light, executive director of the Kosciusko Community Foundation, who uses this analogy. "When I was kid and we lived out on a farm, we would drive into town to church. Today, it still takes the same amount of time, but there is so much more (a bigger YMCA, expanded library are examples). We've preserved a lot of things and enhanced them."

Bottom line: It's big enough to be home of a vibrant, diversified business mix. It's small enough to allow employers, employees and families to enjoy their experience and to prosper within the community.

Community leadership

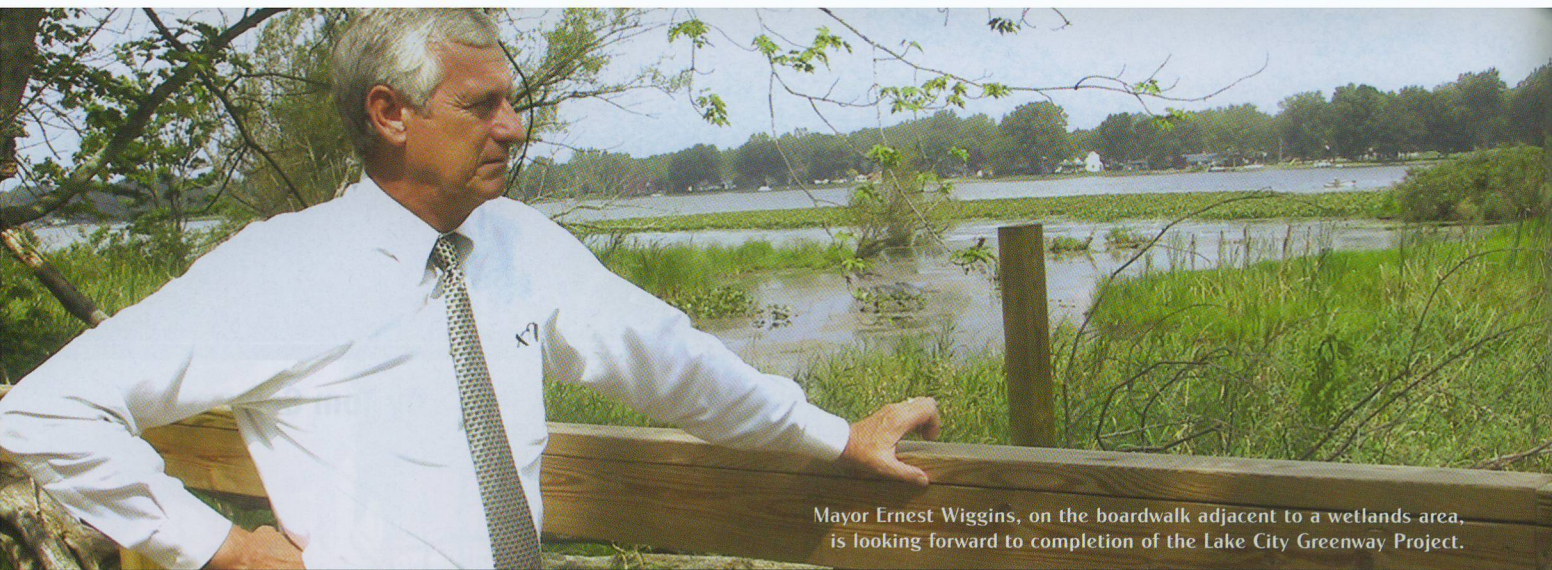
Mayor Ernest Wiggins is part of that business community. Another lifelong resident, minus his college years, he worked for a local CPA firm before becoming a partner in his own company.

"Now I refer to myself as full-time mayor and part-time CPA," he says from his modest city office, adding that the previous mayor was in the insurance business. "Our quality of life, recreational opportunities, aesthetics are all important. We have that Midwest work ethic. Our employers pay very good wages."

Improving that quality of life is a focus for Wiggins. He proudly points out the route for an approximately eight-mile greenway project (featuring a bike path) that includes the City-County Athletic Complex, Donnelley plant and one of the Zimmer orthopaedic facilities along its route.

Zimmer, now the world's largest orthopaedic company, has called Warsaw home since 1927. It is joined by DePuy and Biomet in making the city the "orthopaedic capital of the world."





Mayor Ernest Wiggins, on the boardwalk adjacent to a wetlands area, is looking forward to completion of the Lake City Greenway Project.

An independent study has identified the need for a refurbished downtown, with added green space and infrastructure improvements among the amenities. A matching funds program is resulting in facade renovations with the hope that these changes will lead to second story restorations.

"Our downtown is going to be more service oriented," Wiggins envisions. "We want to get people living back downtown. Our dream is to put a tree-lined boulevard in place to tie the lake back into downtown. That's what the vision is. It's very important we do whatever we can to maintain a vibrant downtown."

Such changes would complement Center Lake, the Warsaw Biblical Gardens, the Gardens of Center Park and a number of other attractions. Not to mention the annual classic rock concert, enhanced YMCA and many additional projects and events largely made possible through the business community.

Take a look at the conference room in your business and you will likely find a product from Da-Lite Screen Company, a world leader in slide and motion picture screens.



Medical marvels

Biomet's Miller says the orthopaedic firms – DePuy's history dates back to 1895 and Zimmer was formed in 1927 when DePuy salesman Justin Zimmer was unsuccessful in his attempt to purchase that company – are "very good at returning something to our community."

Talking just before the two-year anniversary of the September 11 terrorist attacks, Miller gives an example to emphasize his point. Within a day of the tragedy, a truck filled with trauma products donated by all the companies was on its way to New York. "We are competitive, but when it comes to doing things for the community, we're all together."

Earle Hanlin is senior vice president of human resources for DePuy, which has never experienced a Warsaw layoff in its 108 years. The company, now a division of Johnson & Johnson, employs 1,100 in Warsaw and approximately 6,000 worldwide.

"The orthopaedics business is not influenced by other economic conditions," comments Hanlin, noting that there is a gentlemen's agreement between the Big 3 not to recruit each other's employees. "The products we sell are medical needs. We've built our research and development capabilities in Warsaw and made a huge investment."

Acknowledging that Warsaw is not always an attractive destination for those within the company who are unfamiliar with the area, he adds, "Once they get here, they fall in love with it. Our turnover is less than 3%, which is phenomenal in this day and age."

Zimmer became the largest orthopaedic company in the world with its recent acquisition of Swiss-based Centropulse. Acquired in 1972 by the company now known as Bristol-Myers Squibb, Zimmer was spun off in 2001, giving it even more autonomy as a corporate leader in its hometown.

A more recent orthopaedic addition is based in Minneapolis, but manufactures spinal implants at its Warsaw location. When Medtronic Sofamor Danek considered moving those operations to Memphis, Wiggins says, "We made sure they stayed here."

Adding to the orthopaedic success is the support industries that have evolved. Specialty package finishing, product instrumentation and set-up of instrument cases are a few of the operations that play a vital role. Hanlin reports that the vendors help

stabilize workforce demands and meet unforecasted needs.

A challenge for the smaller operations, according to Wiggins and McCarthy-Sessing, is the feeder system that sees many of the employees at these companies moving on to the Big 3.

Power of the people

Orthopaedics garners many of the headlines, but manufacturing continues its strong presence. Da-Lite Screen Company is a world leader in the production of slide and motion picture screens. Catalogs and newspaper inserts printed at Donnelley, which boasts some of the largest printing presses in the world, help turn the Warsaw post office into the second largest in the state based on revenue generation.

The business diversity, McGuire asserts, produces a strong tax base.

"It's one of the more stable communities I've been in," he says. "There are a lot of good structures to welcome people. It's easy to get involved in the community."

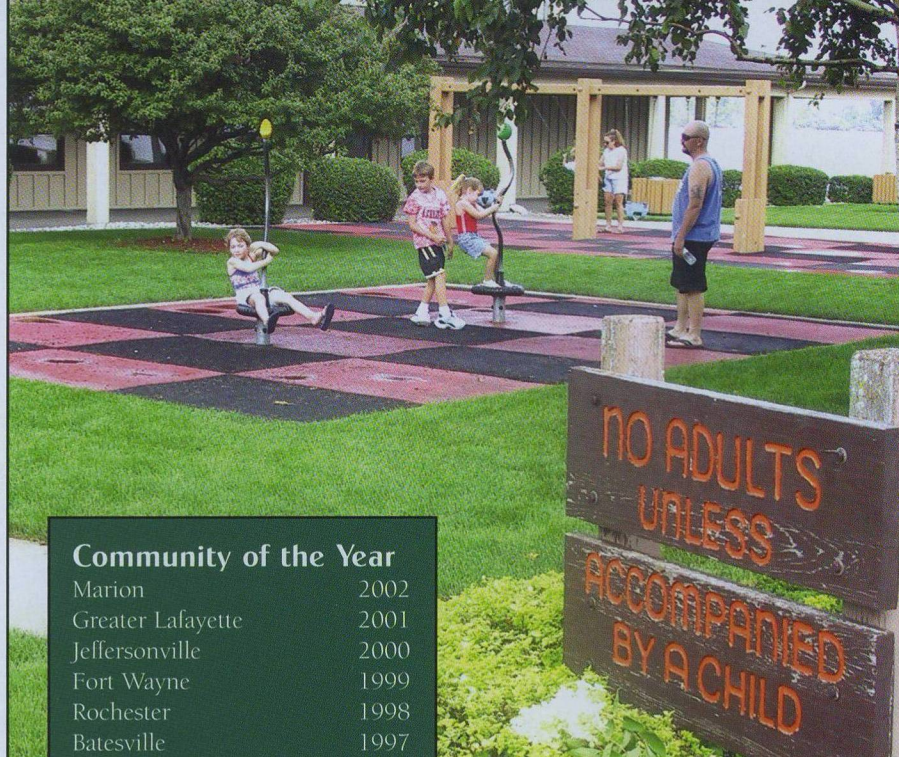
Wiggins points out that it was an excellent move to recruit Donnelley to the area 45 years ago. Although much of the recent growth has come from within, economic development may take an outward look in the near future. A second wastewater plant will provide the infrastructure to meet both business and residential requests for annexation.

Despite the 12,000-plus population, McCarthy-Sessing points out that there are 35,000 people living within five miles of the Chamber office. There are 14 incorporated communities (second highest in the state, Wiggins notes) within the county, but the majority of the residents live in unincorporated areas.

Lake Wawasee is the largest in the state. Lake Tippecanoe is the deepest. Adjacent Winona Lake – along with Syracuse, Milford, North Webster and other communities – adds to the aesthetic enjoyment. Easy 45-minute trips to Fort Wayne and South Bend provide some of the cultural amenities young people are looking for.

Light, the foundation executive, also is a proponent of the many attractions. Her work focuses on improving arts, culture, civic, education and other opportunities. The business community support is combined with other funding partners. Yet, the key to success lies elsewhere.

"A lot of people think it's the resources, the dollars that are important. But it's the people," Light emphasizes. "Businesses make the time and commitment to allow their people to participate," and make a difference.



Community of the Year

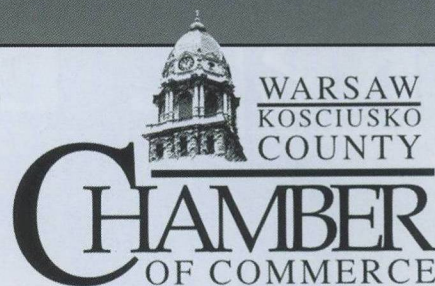
Marion	2002
Greater Lafayette	2001
Jeffersonville	2000
Fort Wayne	1999
Rochester	1998
Batesville	1997
Elkhart	1996
Indianapolis	1995
Kendallville	1994
St. Joseph County	1993
Columbus	1992
Muncie	1991
Bluffton	1990

Families benefit from access to a variety of recreational facilities and opportunities in Warsaw.

Congratulations

Warsaw

Community of the Year



313 S. Buffalo St. • Warsaw, IN 46580 • 574.267.6311 or 800.776.6311 • www.wkchamber.com